



## Privacy Policy

This Privacy Policy ("Policy") applies to [www.thelandbank.org](http://www.thelandbank.org), and Genesee County Land Bank Authority ("Agency") and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to the Agency include [www.thelandbank.org](http://www.thelandbank.org). The Agency's website is a selling, developing and maintaining of real property site. By using the Agency website, you consent to the data practices described in this statement.

### Collection of your Personal Information

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be requested to provide certain personal information to us when you elect to use certain services or electronic forms on our website. These may include: (a) filing a property complaint; (b) subscribing to our newsletter (c) subscribing to any other communications (d) sending us an email message. To wit, we will use your information for, but not limited to, communicating with you in relation to services/inquiries you have requested from us. We also may gather additional personal or non-personal information in the future.

### Sharing Information with Third Parties

The Agency does not sell, rent, or lease its customer lists or information to third parties.

The Agency may share data with trusted partners to help perform statistical analysis, send you email or postal mail, or provide support. All such third parties are prohibited from using your personal information except to provide these services to the Agency, and they are required to maintain the confidentiality of your information.

The Agency may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on the Agency or the site; (b) protect and defend the rights or property of the Agency; and/or (c) act under exigent circumstances to protect the personal safety of users of the Agency, or the public.

### Automatically Collected Information

The Agency may automatically collect information about your computer hardware and software. This information can include your IP address, browser type, domain names, access times, and referring website addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding the use of the Agency's website.

### Use of Cookies

The Agency's website may use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the web server that you have returned to a specific page. For example, if you personalize the Agency's pages, or register with Agency's site or services, a cookie helps the Agency to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same website, the information you previously provided can be retrieved, so you can easily use the Agency's features that you customized.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Agency's services or websites you visit.

## **Links**

This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

## **Security of your Personal Information**

The Agency secures your personal information from unauthorized access, use, or disclosure. The Agency uses the following methods for this purpose:

- SSL Protocol

When personal information is transmitted to other websites, it is protected through the use of encryption, such as the Secure Sockets Layer (SSL) protocol.

We strive to take appropriate security measures to protect against unauthorized access to or alteration of your personal information. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, you acknowledge that: (a) there are security and privacy limitations inherent to the Internet that are beyond our control; and (b) the security, integrity, and privacy of any and all information and data exchanged between you and us through this site cannot be guaranteed.

## **Retention of Collected Data**

The Agency may indefinitely retain collected data for the purposes of communication on unresolved property complaints, newsletters and other important messages or communications.

## **Right to Deletion**

Subject to certain exceptions set out below, on receipt of a verifiable request from you, we will:

- Delete your personal information from our records; and
- Direct any service providers to delete your personal information from their records.

Please note that we may not be able to comply with requests to delete your personal information if it is necessary to:

- Complete the transaction for which the personal information was collected, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, and provide a good or service requested by you, or reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform a contract between you and us;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- Debug to identify and repair errors that impair existing intended functionality;
- Exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law;
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when our deletion of the information is likely to render impossible or seriously impair the achievement of such research, provided we have obtained your informed consent;
- Enable solely internal uses that are reasonably aligned with your expectations based on your relationship with us;
- Comply with an existing legal obligation; or

- Otherwise use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information.

### **Children Under Thirteen**

The Agency does not knowingly collect personally identifiable information from children under the age of 13. If you are under the age of 13, you must ask your parent or guardian for permission to use this website.

### **Email Communications**

From time to time, the Agency may contact you via email for the purpose of providing announcements, complaint updates, confirmations, surveys, and/or other general communication.

If you would like to stop receiving marketing or promotional communications via email from the Agency, you may opt out of such communications by clicking on the Unsubscribe link at the bottom of any marketing email sent from us. Emails that are not marketing messages can be opted out of by contacting our office.

### **SMS Communications**

The Agency utilizes SMS (Short Message Service) messaging / text messages to communicate with users who have opted in regarding a property complaint by submitting a "Report an Issue" form on our website. Messages may contain status updates, resolutions, or follow-ups to a unique property complaint submitted on our website.

If you wish to stop receiving SMS messages from us, reply STOP, QUIT, CANCEL, or UNSUBSCRIBE to any text message sent from us. For more information, see our [SMS Messaging Terms & Conditions](#).

### **External Data Storage Sites**

We may store your data on servers provided by third-party hosting vendors with whom we have contracted.

### **Changes to This Statement**

The Agency reserves the right to change this Policy from time to time. For example, when there are changes in our services, changes in our data protection practices, or changes in the law. When changes to this Policy are significant, we will inform you. You may receive a notice by sending an email to the primary email address specified in your account, by placing a prominent notice on our Genesee County Land Bank Authority, and/or by updating any privacy information. Your continued use of the website and/or services available after such modifications will constitute your: (a) acknowledgment of the modified Policy; and (b) agreement to abide and be bound by that Policy.

### **Contact Information**

The Agency welcomes your questions or comments regarding this Policy. If you believe that the Agency has not adhered to this Policy, please contact the Agency at:

Genesee County Land Bank Authority  
452 S. Saginaw St  
Flint, Michigan 48502

Email Address: [landbankinfo@thelandbank.org](mailto:landbankinfo@thelandbank.org)

Phone Number: 8102573088

This policy is effective as of December 16, 2024